

THINK TANK

PANEL DISCUSSION PROGRAMME

The objective is to have a conversation around the following topics, debating and finding solutions.

08:00 Arrival and registration with tea and coffee

08:30 Welcome and introduction to the day

08:45 Panel Discussion 1 (90mins)
Eskom status quo and independent power producers, getting support and finding solutions

PANELISTS

Facilitator | Nick Dickson – Dream Hotels & Resorts

Henning Holms – Holms and Friends

Simon Le Roux – Empower Trading

Osagyefo Mazwai – Investec

Graham Wood – Sun International

- The impact of load shedding and how the financial burden can be dealt with.
- What would the impact of a grid collapse be and how do we deal with it.
- Opportunities to install renewables and become IPP's.
- Diesel costs.
- Tax relief.
- Funding opportunities.

10:15 Coffee break (15mins)

10:30 Panel Discussion 2 (90mins)
Working with Government

PANELISTS

Facilitator | Prof. Andrew Boraine

Tshifhiwa Tshivhengwa – TBCSA

David Frost – SATSA

Rosemary Anderson – FEDHASA

Ian Jansen van Rensburg – Sondela

- What action needs to be taken to limit the damage of social unrest around the property locations?
- The effect of municipality failures and what structures can be put in place to limit the negative impacts.
- Transformation.
- The consequences of timeshare being excluded from S54 of the VAT Act and the process necessary to follow to have Treasury reconsider the position.
- Political change – election year ahead.
- Visa regulations and legislation.
- Level playing field when working with disrupters.
- Water quality and cholera outbreak.
- SA stance on Russia Ukraine conflict and the Lady R.

10:45 Coffee break (15mins)

12:00 Lunch break (45mins)

12:45 Panel Discussion 3 (90 mins)

Technology: how we market and sell while remaining relevant and compliant within the metaverse

PANELISTS

Facilitator | Gary Carscadden – Infrateq

Nigel Hattersley – EMEA, Infrateq

Rory Montgomery – HTI

Samantha Williams – Profitroom

Pedro Maia – Intdev

- Maximising direct bookings.
- Property management systems in the cloud.
- Virtual reality and its impact.
- In room communication TVs to chatbots with smart tech.
- Stable fast Wi-Fi connectivity (more important than a bed).
- Robotics.

14:15 Coffee break (15mins)

14:30 Panel Discussion 4 (90mins)
Humanity and Sustainability

PANELISTS

Facilitator | Prof. Andrew Boraine

Eric Leong Son – Heineken

Millicent Maroga – Heineken

Charl Pretorius – Kwalata

Pete Edmunds – MEB Global Solutions

- Solution for SA economy is employment
- The tourism industry can create these opportunities. How can we work together to expand and develop?
- New age employees (generations), flexibility of hours, working from home, the side hustle.
- EQ vs IQ – how are we dealing with the mental trauma experienced by our teams?
- How to be the solution and not the cause of global warming.
- Sustainability and measuring of carbon footprint to procure carbon credits.
- Water – how do we preserve this precious resource and equip our selves in times of scarcity.

16:00 Closing

BIOGRAPHIES

Nick Dickson

Nick Dickson is the Chief Executive Officer at Dream Hotels & Resorts. Having graduated from the University of Cape Town with an Honours Degree in Business Science, Nick became a Chartered Accountant in 2008 and joined Dream Hotels & Resorts in 2009. Nick has vast experience within the hospitality and timeshare industry and currently serves on the VOASA board. Having taken over the role of CEO at Dream Hotels & Resorts in 2021, Nick has been instrumental in redefining the company's ethos. Our mission at Dream Hotels & Resorts is to deliver dynamic and exceptional hospitality solutions in Africa that connect local and global travellers to our communities in a sustainable and relevant manner. Since our inception, we have long been driven by our purpose of making local holidays more accessible and inspiring wanderlust across the most diverse destinations in South Africa. Here at Dream Hotels & Resorts, we are now actively reimagining a brighter future together. As we continue to expand and reimagine extraordinary travel experiences, we will continue to challenge ourselves to lead with purpose, ensuring that we act with accountability and local impact.

Henning Holms

"Founder of Holms and Friends 2013 grew up in modern Off-the-grid house in Hartbeespoort since 1974 where he still lives, actively busy in the built environment and resources industry since 1990, with a passion for energy. Committed to finding solution within the African continent." Passive efficient design ensures ecological and economical balanced development – a need to provide present development demands / needs without deteriorating the environment for future generations. Henning's extensive experience in the development world leads to a "people driven" approach in community participation projects. Project development (profitability, project management and programming for development of different natures) in co-operation with the best sophisticated contractors as well as emerging contractors, ensures quality and appropriate implementation. The need for basic, decentralised services in southern Africa is the central drive for self-help development. Henning's expertise and mission lies in organising these processes and finding appropriate solutions. Henning Holm has been acknowledged by his peers with numerous awards. These include: Corobrick award 1990, TEMMI award 1991, Architects award for green living 2008, Mail & Guardian award for sustainable architecture 2010, SANEA energy award 2009 and 2011 and Eskom eta-award 2010 and 2013. Henning, born in October 1968, completed is architectural studies at the University of Pretoria in 1991. After working for twelve years at leading architectural companies, he established in 2003 Holms and Friends, the energy consultancy.

Simon Le Roux

Trading | Business Development | Renewable Energy | M. Com (Financial Markets)
I am a Rhodes University Financial Markets masters degree graduate with practical experience of the South African Renewable Energy Sector, Agriculture and the global Bulk Ores and Alloys Industry. I have a passion for South African industry and so my focus is to help unlock more sustainable growth by forming part of the liberalisation of the South African power market. I am currently the Trading Manager for Empower Trading, a NERSA licensed energy trading company and I previously worked as a Bulk Ores and Alloys Trader for Traxys. I also currently serve on the board of my family's commercial fruit farming and export business.

Osagyefo Mazwai

Osagyefo is Investment Strategist at Investec Wealth and Investment SA. As a member of the research team, his responsibilities include broad macroeconomic and financial market research, analysis and commentary which acts as an input to Investec Wealth and Investment SA's portfolio construction and asset allocation decisions. His research has primarily focused on the South African macroeconomic landscape dealing with, amongst others, issues related to the relative impact of South Africa's structural constraints on exports and the subsequent impact on economic performance. Before joining Investec Wealth & Investment, Osagyefo worked on the sell-side in Equity Sales where some of his responsibilities including facilitating local and international investor engagements between industry and government leaders and financial market professionals with the purpose of informing market participants on the relative invest ability of South Africa. These engagements have included the likes of The Presidency of the Republic of South Africa, the Department of Public Enterprises, National Treasury, Transnet, SASRIA, the South Africa Land Reform Advisory Panel, Eskom, amongst others. Osagyefo is currently busy with his pre-requisite courses to pursue a Master of Liberal Arts degree specializing in Finance through Harvard University and holds a Bachelor of Commerce degree in Economics from Stellenbosch University and a Bachelor of Commerce with Honours Degree in Economics from Rhodes University. In 2007, he was recognized by Nedbank and Old Mutual as one of South Africa's brightest young economic minds and was placed 3rd overall in the prestigious Nedbank Old Mutual Budget Speech Competition. Osagyefo occasionally writes for news publications on the South African economic landscape.

Graham Wood

Graham is the COO of Sun International. Graham re-joined the group at the end of 2019 and is responsible for all Hotels, resorts and Casino operations. He started his career in 1996 at Sun City as a Project Accountant and was fortunate enough to lead the resort in 2003 to end 2007. Prior to re-joining Sun International, Graham led the Tsogo Sun Hotels division for 5 years (2008-2013) before embarking on a more entrepreneurial journey for a few years. Graham is a passionate leader in our industry and who loves to see others growing and developing their careers.

Professor Andrew Boraine

Professor Andrew Boraine is a partnering and systems change practitioner, based in Cape Town. He has been involved in South Africa's political, local government, urban, economic and sustainability change processes for the past four decades, as student leader, anti-apartheid activist, advisor, negotiator, government planner, city manager, chief executive, facilitator, partnership and partnering specialist, systems change practitioner, institutional designer, and changemaker. Andrew recently stepped down as the founder CEO of the Western Cape Economic Development Partnership (EDP), a collaborative intermediary organisation involved in facilitating over 80 cross-sector partnering processes in the past 10 years, and now consults globally. Andrew is Adjunct Professor with the African Centre for Cities (ACC) at the University of Cape Town (UCT), Research Fellow with the Centre for Sustainability Transitions (CST), Stellenbosch University, where he teaches a course on relational governance, and an Ambassador with the Connected Places Catapult (CPC) in the UK. Prior to the EDP, for ten years, Andrew was Chief Executive of the Cape Town Partnership (CTP), a cross-sector partnership established in 1999 to drive the regeneration of the Cape Town Central City. The CTP, together with its urban management arm, the Central City Improvement District (CCID) was instrumental in turning around the fortunes of the central business district of Cape Town in the 2000s. In 2002, Andrew conceptualised and coordinated the establishment of the South African Cities Network (SACN), a collaborative network of the major metropolitan regions in South Africa. In 1997, Andrew was appointed City Manager of the City of Cape Town during the critical South African local government transition period (1997-2001). Andrew was Deputy Director General for Local Government in the national Department of Constitutional Development (1995-1997), where he helped to draft the local government chapter of the new South African Constitution. In the early 1990s, Andrew co-convoked the South African Local Government Negotiating Forum (LGNF), where he helped to craft the Local Government Transition Act and was an advisor at the Multiparty Negotiating Forum (CODESA) which negotiated the peaceful transition to democracy in South Africa in 1994. Andrew was involved in South Africa's transition to political democracy, including as President of the anti-apartheid National Union of South African Students (NUSAS), in 1980 and 1981, and a founder National Executive member of United Democratic Front (UDF), 1983-86. During this time, he was twice detained without trial, twice arrested, and was banned for five years by the apartheid government.

Tshifhiwa Tshivhengwa

Tshifhiwa Tshivhengwa is the Chief Executive Officer of the Tourism Business Council of South Africa (TBCSA). Tshifhiwa is a strategic, versatile, and innovative marketing, tourism, communications, and business executive. His experience spans 2 decades, with a record of visionary leadership, strategic project development and execution, travel and tourism events management and communications. In the over 20 years since his first foray into the world of work, Tshifhiwa has worked for various companies in the tourism value chain including South African Tourism, Myriad Marketing, FEDHASA, Rennies Travel, SARS, and others. He has also consulted for various companies. Tshifhiwa serves on several boards in the tourism space including the global Board of Advisors for "The Sigmund Project" which supports innovation and collaboration in Tourism across the globe. Tshifhiwa has positioned himself as a thought leader and advocate for the South African tourism sector. He is an ambassador for tourism development in South Africa and Africa. He regularly writes, debates and comments on tourism development and growth in South Africa. He has been a panel member in several discussions about how the South African tourism sector can leverage innovation and technology to boost the hospitality industry. "Digital innovation in terms of tourism is especially important, if you look at the last ten years for example, we have seen transition from paper check ins at airports to the use of smartphones to board a flight. We need to figure out how to create symbiosis between technology advancements and the traditional roles in the sector. This includes training hospitality staff to be ready for jobs of the future," says Tshivhengwa.

David Frost

An economist by training, he worked for the COSATU trade union movement, prior to joining The Premier Group in 1994. David ended up as head of Corporate Strategy, as well as serving as a director on the boards of Premier Food Industries and Sodexo. He is seconded as Special Advisor on Tourism to Ministers Jordan and Moosa by the Business Trust. He joined Tourvest in 1999 and was promoted to Managing Director of the Inbound Division. David established his own bespoke consultancy – the Tourism Strategy Company in 2001 and has consulted widely with leading private sector companies, as well as developed destination strategies, for a few SADC countries. The most successful of these was for Namibia, where David was advisor to the Namibian Tourism Board to execute the strategy, he had developed from 2003 – 2007. He is a former Director - Africa to the World Travel & Tourism Council. David serves as a director on the board of the Tourism Business Council of South Africa and is a former Board member of South African Tourism. He has been at the helm at SATSA since September 2013.

Rosemary Anderson

Rosemary Anderson is the National Chairperson of FEDHASA, the voice of hospitality in South Africa, as well as a TBCSA Board Member. In addition to running hospitality and tourism businesses in South Africa and the UK, Anderson has almost three decades of personal experience in and a perspective on the industry. Consequently, she is often called on to comment as a thought leader on hospitality issues, ranging from government support, business constraints to ease of doing business. Married with children, Anderson is particularly passionate about creating an enabling environment for employment both in the hospitality and tourism sector, and with regards to the use of treated wastewater for agricultural purposes which she believes could create thousands of agricultural jobs in a water-scarce country like South Africa.

Ian Jansen van Rensburg

Ian has been in the tourism industry for the past 40 years. Ian is currently the CEO of Sondela Nature Reserve, Funseekers International Club, The Vacation Group Club, Sondela Academy and Homela Community College. Personal achievements include: 1997: RCI Resort Manager of the Year, 2008: RCI Individual Legend Award, 2010: RCI Industry Training and Leadership Award for Sondela Academy, 2015: Guest speaker at the Local Government Capacity Programme Conference on Back to Basics, Joining Hands for Success: Partnering Business and Municipalities.

Gary Carscadden

CEO of EMEA and co-founder of Infrateq Group, Gary is an established leader with 20 years of senior relationship management experience in the technology, aviation, automotive and manufacturing industries. A leader in the development of people, business units and partner networks. Focused on operations, sales and after-sales relationship skills, marketing innovation and a ROI. Dedicated to delivering improved company revenue and profitability through building tailored propositions. A proven leader with a record of energising and motivating teams, partners and individuals to achieve stretching targets. An accomplished negotiator who possesses first class strategic planning and channel management skills. Pragmatic and loyal.

Nigel Hattersley

VP Business Development EMEA at Infrateq Group, Nigel a technology leader with extensive experience throughout Europe, Middle East & Africa. Project management skills proven through multiple business driven projects including company mergers, business technology deployments, governance, network architecture and hotel openings. Solution and business driven to ensure results for all stakeholders. Energetic and passionate leader of teams driven to deliver above expectations and under budget. Skilled at managing multiple budgets and financial statements for owners and operators. Participated in multiple hospitality and technology conferences as Speaker, Presenter, Panellist and Moderator including HITEC, GITEX, and PCI Middle East.

Rory Montgomery

Rory Montgomery graduated from UCT with a Marketing and Economics qualification in 2005, and then joined HTI in early 2006, under the mentorship of his Father - James Montgomery - one of the pioneers of hotel and lodging software and technology in South Africa. After 16 years at HTI, Rory then took the reins and has been at the helm ever since. Montgomery says, "Technology is creating increased opportunities to disrupt and enhance various industries, such as the hospitality sector in which we operate. The industry is making a steady recovery after a global travel shutdown, but one of the major trends to arise because of COVID, was the acceleration of the digitisation of hotels and lending itself to a more mobile savvy and technologically familiar generation. The guest experience needs to be at the heart of everything we do, and everything we build must be a play at simplifying hotel operations and improving the guest journey."

HTI - Company Profile

Hospitality Technology International aims to provide best in class software to a global market across a wide spectrum of vital and specialised management functions maximising reservations, revenue and operational efficiencies at your hotel or restaurant. HTI has been developing hotel and lodging software since 1990 and is one of the largest providers of Central Reservation Systems, Channel Management, Property Management Systems, On-line Booking platforms and Point of Sale applications in Africa. Joining forces, partnering and where possible, integrating with international major hotel technology products, has given us essential insight into emerging hospitality development trends and requirements globally.

Samantha Williams

Samantha Williams is an award-winning revenue specialist and currently holds the senior management position of Commercial Director at Profitroom. Before joining Profitroom she worked as a senior revenue and product manager working with a mixed portfolio of over seventy-five hotels and prior to this held sales and marketing manager positions for leisure resorts and hotels in the UK. Highly respected and with a strong background in hospitality, revenue management and leadership she has worked across numerous hotel marketing and management disciplines and is able to relate to the challenges that hoteliers face. She is passionate about helping hoteliers maximise and grow their revenue and is an advocate for personalised, automated processes and integrated systems that help to make the sales process easy for employees and more engaging for guests. At Profitroom Samantha leads on the strategic and operational activities to deliver transformative, tangible results for leisure hotels and resorts in Africa and has recently moved to Cape Town.

Pedro Maia

Pedro Maia is a dynamic IT executive with a strong focus on driving operational performance, enhancing organisational efficiencies, and ensuring complete alignment with the overall corporate vision. Recognised for delivering strategic direction, Pedro possesses a unique blend of industry knowledge, executive management skills, and leadership capabilities; coupled with an extensive track record in IT solution development. As a proven leader in the hosting and communication space, Pedro has a history of executing successful strategies that enhance system performance and drive profitability. His commitment to integrating technology initiatives with business objectives results in substantial improvements in service delivery, standardisation, and overall business/systems performance. Pedro is reputed for prudent resource management, driving cost efficiencies while maintaining the quality of IT infrastructure. They have been instrumental in implementing world-class IT tools, optimising internet and database systems, and strengthening VOIP, VC, and management reporting capabilities. These initiatives have been critical to the successful functioning of production systems and the broader company's performance. Under Pedro's leadership, significant achievements have been made, including the global rollout of advanced ERP systems that resolved multiple supply chain issues and improved real-time stock reporting. With a focus on strategic solutions analysis, Pedro has realised notable improvements in cost accounting that have brought new perspectives to business management practices. In their commitment to continuous improvement, Pedro led a company-wide centralisation effort, transitioning the company from a decentralised to a centralised model that further improved system performance and achieved significant cost savings. In addition to their corporate responsibilities, Pedro also serves as a thought leader in the hosting and communication industry, regularly contributing their insights and expertise to various industry forums and networks. Pedro holds an N6 in Light current, obtained from Pretoria Technical College. Through his dedicated leadership and strategic vision, Pedro continues to drive the adoption of innovative technology solutions that elevate organisational performance and foster employee growth.

Eric Leong Son

Eric is responsible driving Heineken Beverages sustainability strategy with key focus on Heineken's ESG commitments known as 'Brew a Better World'. Eric is seasoned professional that comes with over 20 years' experience in the alcoholic beverage industry. He held various leadership roles in supply chain, procurement, business management, corporate affairs and sustainability. His areas of expertise include supply chains across Africa and Asia, business transformation, sustainability, ESG, shared value and public-private partnerships. Education: Industrial Engineer (WITS University) and a post grad in Advanced Marketing (IMM).

Millicent Maroga

Millicent 'Milly' Maroga comes from Etwatwa- Daveyton, a place she proudly calls home and has inspired her to be who she is today. Millicent is the Corporate Affairs Director at HEINEKEN South Africa, a role she has occupied for the last four years and has recently been appointed the Corporate Affairs Director for HEINEKEN beverages- the newly merged HEINEKEN SA and Distell business. Milly has more than 18 years' experience as a Corporate Affairs practitioner- having started her career at the South African Breweries where she spent 10 years in multiple roles within Corporate Affairs. She then made a shift to the Financial Services sector where she joined Old Mutual as the Head of the Old Mutual Foundation. Millicent has served on a few Boards in both public and private sector including the Gauteng Enterprise Propeller (GEP) and currently the Gauteng Growth Development Agency (GGDA). She is also a trustee of the Old Mutual Employee share scheme, and a member of various alcohol industry associations. Millicent has an honours degree (cum laude) former Rand Afrikaans University (now University of Johannesburg), a master's degree at the University of Manchester (UK) and is currently studying for a law degree through UNISA.

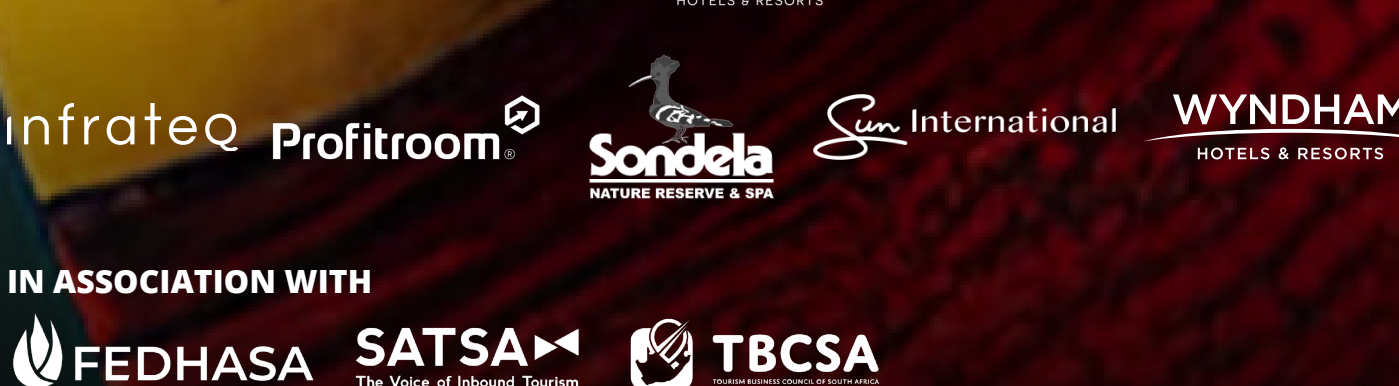
Charl Pretorius

Charl Pretorius, founding member of Kwalata, grew up in Hammanskraal and is locally known as Maredi. Studied teaching 1986-91 and qualified as a teacher. Hosted the first Back to Basics Bush Camp on the family farm 1987 offering students the opportunity to experience sleeping under the stars and campfire cooking and from this the Kwalata eco-tourism model was developed. From 1987 to date thoroughly travelled Southern Africa and shared his passion and love for Africa wherever he goes. Resigned teaching in 1993 and started Youth and Environmental Education Camps on the small 300ha family farm that made way, becoming the Kwalata Game Lodge then hosting corporate team buildings and now local and international guests. In 1996 the Kwalata Adventure Camp was developed and now accommodates two hundred students. Then leadership, conservation and team development programs are presented. Married the love of his life in 1998 and now the proud father of two daughters and son. Elected in 2002 to the Dinokeng Game Reserve Landowners EXCO till 2012 and handling negotiations with landowners, community, and government to establish the Dinokeng Game Reserve in Hammanskraal region. Today is the only 20,000ha free roaming big five game reserve located in the Gauteng province. The Kwalata Community Development Initiative was established in 2012 offering guests the opportunity to be part of the education & conservation initiatives and infrastructure development in disadvantaged Hammanskraal communities. Charl travelled extensively and presented these development initiatives in Washington DC - USA, London - UK, Amsterdam - Netherlands, Harare Bulawayo - Zimbabwe, Gent - Belgium. Was also part of the DICO (Swiss Import Program) Fairtrade delegation presenting Kwalata in German speaking Europe @ Zurich - Switzerland, Frankfurt Munich Dusseldorf Bonn - Germany, Zurich - Switzerland, Graz & Vienna - Austria. Currently expanding the Kwalata "Development through tourism and conservation" model into Africa. "Community Development = Humanity and Sustainability through Tourism." "Tourism creates connections and connections can bring positive change to historically disadvantaged rural and township communities adjacent to tourism destinations and products."

Pete Edmunds

Edmunds Properties & projects offers 32 years of experience in the c & i industry. We offer the full spectrum of services required to ensure that a proposed or existing development is successful from conception to completion. The company has grown from a small broking firm into a well-established c & i project facilitation company that offers the full in-house confidential, non-nonsense, reliable service to back up the project facilitation division. The last 15 years and many projects later, in partnership with highly qualified professionals, we have managed to contribute to many of the significant buildings that now grace the skyline of la Lucia Ridge Office estate, Umhlanga new town center, Mount Edgecombe and Riverhorse Valley Business Estate. Our long association with well-established developers has resulted in the formation of associations with not only the top architects, engineers, quantity surveyors amongst other leading professionals in the industry. We have forged strong links with some of the leading property funds, national property developers and have associations with other established agents on a national basis. In the past 7 years we have expanded our specific criteria of our clients. Portugal has proven to be a first-choice investment and golden visa destination for south Africans looking for second passports and offshore investments. In addition to this information, we are presently involved with MEB a leading Global provider of Innovative water supply and wastewater treatment solutions as well as solutions in the Power and Energy field to ensure all future developments meet acceptable levels of social and environmental improvements with eco-friendly technology.

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